

Nebraska Workers' Compensation Court

Request for Proposal, RFP Number WCC0004

Managed File Transfer (MFT)

Pre-RFP Release Draft Requirements

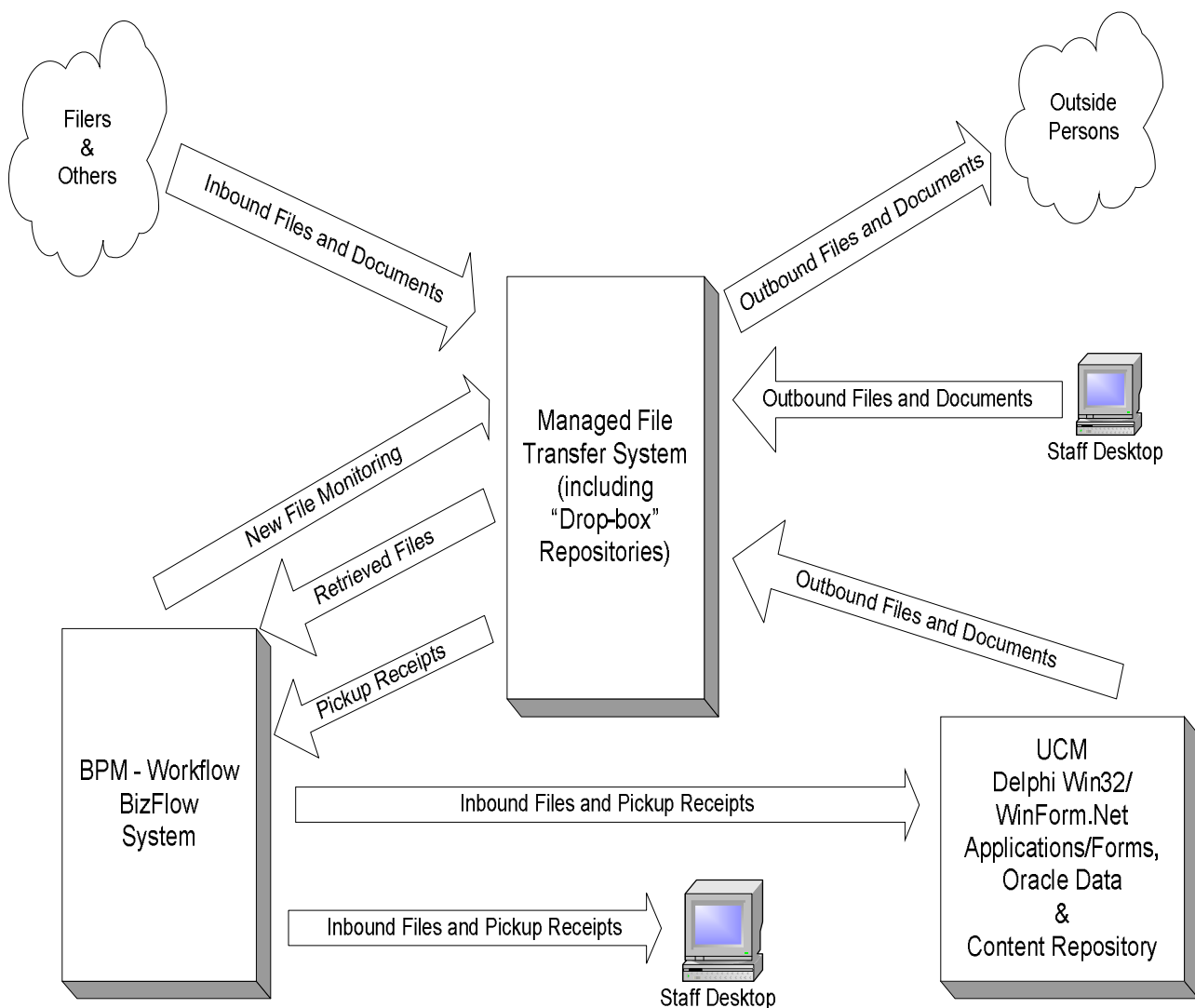
July 30, 2008

A. PROJECT OVERVIEW

The goal of this project to acquire the hardware and/or software and services to implement a Managed File Transfer solution that will allow the court to securely 1) send outbound files from the desktop, 2) send outbound files from court developed applications, and 3) receive inbound files for further processing.

B. HIGH LEVEL PROPOSED SYSTEM VIEW OF MANAGED FILE TRANSFER INTEGRATED WITH COURT SYSTEMS

The following is a high-level, conceptual view of a managed file transfer system integrated with the courts Unified Case Management (UCM) system and used directly by end users at the desktop.



C. SCOPE OF WORK

A Managed File Transfer solution will interface with the HandySoft BizFlow Business Process Management (BPM) system (http://www.handysoft.com/products/bizflow_bpm) and the court developed Unified Case Management (UCM) system. The UCM is made up of case, document, and outbound message management and is a Microsoft WIN32 system (Client/Server and Windows Services) with an Oracle database.

Court users need to deliver outbound files/documents prepared at their desktops and receive receipts upon pickup.

There are two types of outbound file transfers needs, 1) reoccurring transfers where permanent accounts can be setup and 2) one-time transfers where authorization to retrieve files is temporary and expires a short-time after retrieval.

There are two types of inbound file transfers, 1) reoccurring transfers where permanent accounts can be setup and 2) one-time transfers where no account will be created.

D. GOALS AND OBJECTIVES

Outbound Managed File Transfer

- Ability to provide “client-less” access through a web browser or client software that can be installed on a middle-tier application server but executed locally at the desktop.
- Ability to transfer all files encrypted with XYZ.
- Ability to transmit large files that email systems will not let pass through.
- Ability to transmit multiple files in one “package”.
- Ability for individual NWCC senders to initiate from the desktop a secured file transfer to a recipient.
- Ability to programmatically initiate a secured file transfer to a recipient, including the generation of a transfer Object ID that can be returned back programmatically to the initiating application. API's are required for court developed applications and the HandySoft BizFlow system to interact with the MFT system.
- Ability to send email notification to outbound file recipient that a secured file is available for retrieving. Notifications should be accompanied with introductory information about the file, the source of the file, and other general information. These notifications would function primarily as “envelopes”, but may contain a short, sender-prepared message about the contents being transferred.
- Ability for recipient to retrieve the file with minimal authentication and security registration.
- Ability to pre-register / setup an account for a recipient both manually and programmatically through API's.
- Ability for a recipient to self-register or complete account setup upon notification.
- Ability for a recipient to retrieve a one-time file transfer without registering or creating an account.

- Ability to use an LDAP directory such as Microsoft Active Directory to manage authentication and access control.
- Ability to notify individual NWCC senders that a secured file has been retrieved or failed to be retrieved upon expiration of retrieval period.
- Ability to programmatically extract records of retrieval and failure to retrieve and match to the original transfer Object ID. API's are required for court developed applications and the HandySoft BizFlow system to interact with the MFT system.

Inbound Managed File Transfer

- Ability to provide access through a web browser or client software that can be installed on a middle-tier application server but executed locally at the desktop.
- Ability to receive files encrypted with XYZ.
- "Drop-box" features where an individual can deliver a file without having a pre-existing account established. There needs to be the ability to create custom web pages associated with each "drop-box" to enter information about the sender prior to transmission. Controls should be available to stop a "drop-box" from being spammed.
- Advanced upload features to allow outside parties to upload files to NWCC, including self-registration, password reset, etc. with minimal NWCC interaction. Ability to auto-create "sub-folders" for uploads.
- Ability to send email notifications of uploads either to individuals or groups within NWCC.
- Either a Pull or Push solution to extract notifications and retrieve inbound files programmatically. If the MFT provides a Pull solution this should be through API's that can be used in court developed applications and/or the HandySoft BizFlow system to monitor for new uploads and extract the notifications and files. If a Push solution is available then, the notifications should be rendered to a program readable file (txt, xml, etc.) and the notification and file(s) placed in a temporary repository (file share, Oracle database table, etc.) that court developed software or the HandySoft BizFlow system can monitor for new content.

System Management

- A full console GUI console management system for the administration of the system. Console can be either browser-based or Win32-client based accessible through Remote Desktop.
- Ability to control the retention/expiration period of transferred files, including features / functions which allow NWCC to determine that files have been completely removed from the secured / managed file transfer system, including any and all backups. Reports of actions are required and the ability to automate the transfer of those reports to the NWCC Records Manager is useful.
- Ability to provide fully automated checkpoint/restart capabilities for all file transfers.
- Ability to audit transfers and system access, etc.

- Ability to automatically remove external registered accounts not used within last XX days or other criteria.

E. DELIVERABLES

The NWCC technical staff expects to become fluent in the set-up, manipulation and operation of the Managed File Transfer (MFT) solution acquired.

The vendor should provide for the following deliverables.

1. A MFT hardware/software license that allows implementation of at least three separate MFT instances: development, test/training, and production. The court desires a license that provides for flexibility of multiple MFT instances across two operational servers. The license should allow for a two device / Internet server clustered environment for the Production instance and one testing instance. **In total, four development, two administrator, and sixty end-user licenses need to be provided for in the production implementation and appropriate licensing for the additional implementation scenarios described above.**
2. Integration design services to determine appropriate implementation strategy with other court software components.
3. Setup Services:
 - Implementation of a development hardware/software environment.
 - Implementation of a testing/training hardware/software environment.
 - Implementation of a production hardware/software environment.
4. Training services (either onsite, computer-based, or web conferencing):
 - Administration and management training for up to two of the court's technical staff in the administration and management of the MFT.
 - API/Component/Utility training for up to four technical development staff.
5. Ongoing support, upgrade and maintenance services.